IN THE CLAIMS:

The text of all pending claims (including withdrawn claims) is set forth below. Cancelled and not entered claims are indicated with claim number and status only. The claims as listed below show added text with <u>underlining</u> and deleted text with ~~strikethrough~~. The status of each claim is indicated with one of (original), (currently amended), (cancelled), (withdrawn), (new), (previously presented), or (not entered).

Please CANCEL claims 9 and 19-20 without prejudice or disclaimer, AMEND claims 1-8 and 10-18, and ADD new claim 21 in accordance with the following:

1.   (currently amended)   An apparatus for providing, via a network, ~~a customer device of a customer with~~ information ~~on a product that requires the customer to follow~~<u>about</u> a predetermined operation procedure <u>of a product</u>~~to operate a predetermined function~~, comprising:

an education <u>information controller</u>~~giving unit~~ that ~~gives an education on the operation procedure of the product to the customer through the customer device~~ <u>controls transmission of education information relating to the operation procedure of the product</u>; ~~and~~

an education history <u>storage</u>~~storing~~ unit that stores a progress of ~~the~~ education <u>that is given by the education information; and</u>~~given to the customer as a history of the education given~~

<u>a product sales information provider that provides sales information regarding a product relating to the education</u>.

2.   (currently amended)   The apparatus according to claim 1, wherein the education <u>information controller determines</u>~~giving unit gives~~ the education according to a product category to which the product belongs.

3.   (currently amended)   The apparatus according to claim 2, wherein the education <u>information controller</u>~~giving unit~~ <u>transmits the education information</u> ~~first gives an education~~ that is common to all products in the product category, followed by an education that is specific to the product.

4.   (currently amended)   The apparatus according to claim 1, wherein the education <u>information controller</u>~~giving unit gives~~ <u>transmits</u> the education <u>information</u> according to the history stored.

5.	(currently amended)	The apparatus according to claim 1, wherein the education ~~information controller~~giving unit ~~transmits information to~~ conducts a test to check how much the customer has understood the operation of the product, and the education history ~~storage~~storing unit stores a result of the test as the history.

6.	(currently amended) The apparatus according to claim 5, further comprising a benefit ~~offerer~~offering unit that offers the customer a benefit according to the result of the test.

7.	(currently amended) The apparatus according to claim 6, wherein the benefit ~~offerer~~offering unit offers the benefit according to the history stored.

8.	(currently amended) The apparatus according to claim 6, wherein the benefit ~~offerer~~offering unit offers the benefit in the form of at least one of a discount, a coupon, and points.

9.	(cancelled)

10.	(currently amended) The apparatus according to claim 1, wherein the product is ~~an~~ application software and the product category is a computer.

11.	(currently amended) A ~~computer-readable medium having recorded thereon instructions for causing a computer to perform operations in a~~ method of providing, via a network, ~~a customer device of a customer with~~ information ~~on a product that requires the customer to follow~~about a predetermined operation procedure ~~of a product~~to operate a predetermined function, ~~the operations~~ comprising:
	controlling transmission of education information relating to the operation procedure of the product~~giving an education on the operation procedure of the product to the customer through the customer device; and~~
	storing a progress of ~~the~~education ~~that is given by the education information; and~~given to the customer as a history of the education given
	providing sales information regarding a product relating to the education.

12.	(currently amended) The ~~computer-readable medium of~~method according to claim 11, wherein the ~~giving~~controlling includes ~~giving~~determining the education according to a

product category to which the product belongs.

13.   (currently amended)   The computer-readable medium of~~method according to~~ claim 12, wherein the ~~giving~~ controlling includes transmitting the education information ~~giving an education~~ that is common to all products in the product category, followed by giving an education that is specific to the product.

14.   (currently amended)   The computer-readable medium of~~method according to~~ claim 11, wherein the ~~giving~~ controlling includes ~~giving~~ transmitting the education information according to the history stored.

15.   (currently amended) The computer-readable medium of~~method according to~~ claim 11, the operations further comprising conducting a test to check how much the customer has understood the operation of the product, wherein

the storing includes storing a result of the test as the history.

16.   (currently amended) The computer-readable medium of~~method according to~~ claim 15, the operations further comprising offering the customer a benefit according to the result of the test.

17.   (currently amended) The computer-readable medium of~~method according to~~ claim 16, wherein~~offering includes offering~~ the benefit is offered according to the history stored.

18.   (currently amended) The computer-readable medium of~~method according to~~ claim 16, wherein~~the offering includes offering~~ the benefit is offered in the form of at least one of a discount, a coupon,~~and~~ points, or a combination thereof.

19.   (cancelled)

20.   (cancelled)

21.   (new) A system for providing, via a network, information regarding operation of a product, the system comprising:

an education information apparatus to control transmission of education information

5

relating to the operation of the product;

a sales information apparatus to receive information regarding the transmitted education information from the education information apparatus, and to transmit sales information related to the product.